

Housing with care CQC inspection: what we're doing to improve the service

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We take the Care Quality Commission's (CQC) rating of 'inadequate' very seriously. The safety of the service users that we support is extremely important to us and making immediate improvements to the service is our highest priority.

An improvement plan and extra resources have been put in place to fully address the issues as quickly as possible, and our quality assurance team is monitoring all service improvements regularly to ensure they are sustained long-term.

We are working closely with CQC to ensure full compliance with the necessary regulations.

What we're doing to improve the service

CQC said: Medication was not managed in a safe way, and records for medication were incomplete

We did:

- we have reviewed how we assess risks related to medication for our service users, and we are implementing a more thorough risk assessment process that ensures the safety of service users
- we have developed a new medication support plan template and process that records what each individual service user requires in order to take their medications safely, improving the care and support they receive to do so
- all staff will be briefed and trained on a new approach to managing and recording medication safely

CQC said: We need to do more to make sure that lessons are learnt and shared if an incident is raised within schemes

We did:

- staff will be receiving refresher training on the complaints and incident reporting processes
- we will be working with the complaints officer to ensure any complaints and issues raised are not only responded to in that instance, but that lessons are learnt and changes made are sustained
- we will be doing this by implementing regular analysis of all complaints to find the key themes. Improvement plans will then be developed and implemented to address themes identified, and communicated to all staff
- this will ensure that service users, friends and families' input will help to improve the services

CQC said: The processes and paperwork for identifying and mitigating risks, and assessing service users needs, were inadequate

We did:

- we are developing new ways of carrying out risk assessments and recording mitigating actions taken by staff to address those risks. Paperwork and record keeping will reflect this improved approach
- service users can expect more detailed conversations about their individual needs, areas of risk, and clear plans of what will be put in place to keep them safe. All will be communicated and documented
- staff will be trained on how to carry out the improved needs and risk assessments

CQC said: There is a high agency staff use

We did:

- by using agency staff we are able to quickly adjust the amount of care available to service users as their needs change
- we also cover the absences of permanent members of staff who are on leave with agency staff to ensure we maintain the correct ratios of staff to support and provide care for service users
- we will continue to ensure staffing is adequate across all schemes to enable the delivery of good quality care to all service users

CQC said: Service users' care plans need to be more detailed and personalised

We did:

- we will be ensuring a full picture of our service users is evidenced in their care plans, through training staff on how to have detailed conversations with service users as individuals, as well as looking at their healthcare needs
- a more personalised care plan template has been developed. This includes recording information about service users' dietary requirements, cultural background, sexual and gender identity, support networks and other relevant information that enables staff to offer personalised care and support

CQC said: The training programme for staff needs to be improved, and implemented more consistently

We did:

- making sure staff have the knowledge and skills to deliver high quality care to service users is the foundation to achieving and sustaining the improvements needed
- learning and development specialists are reviewing the current training offer. A new training strategy is being introduced to clarify all mandatory staff training, and how often staff are required to attend
- we are also introducing an improved way of tracking and recording staff attendance at training
- training on writing personalised care plans will be included in the new training strategy, and a priority is ensuring safeguarding training is attended by all staff

CQC said: The quality assurance systems were not being operated effectively to identify and address issues with the quality and safety of the service. The audits of schemes were not resulting in sustained improvements

We did:

- quality assurance processes within schemes are being reviewed, to ensure any issues with quality of care are identified and improved quickly
- clear guidance on the process for implementing improvements in response to issues identified during audits is being developed. Findings and associated action that is taken as a response to audits will be discussed at monthly managers' meetings, and then communicated with all staff
- this will ensure that any issues discovered during audits are addressed, lessons are learnt and applied through all schemes

CQC said: Staff did not always fully apply some relevant legislation and policies in their practice

We did:

- all staff will attend further training on the Mental Capacity Act (MCA) (2005), with a focus on practical application and documentation
- all staff will also attend refresher training on end of life, complaints, and whistleblowing policies

Contacts

If you would like to know more about the full improvement plan, please contact:

- Lina Banionyte - Locality Manager: lina.banionyte@hackney.gov.uk
- Frances Harve - Locality Manager: frances.harve@hackney.gov.uk

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